

Public Input to the FCC
Telecommunications Relay Service Docket CG 03-123
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Hello. My name is Justin Jackerson. I am from Freemont, California. I come from a deaf family and I have used TTY all my life. I used the TRS service and I'm very familiar with it. When we first got video phones, I was able to use that. Friends and family were able to communicate through video phones and it's great because we can use ASL. TTY require English and we contact through that service. So it's really great. You get real time interaction. Sometimes the video phones have problems with the technology. Sometimes I have to wait forever for an answer from the interpreter and then another concern is captions. There are a lot of television shows that, you know, just once in a while, there will be no captions provided or the captions will be garbled or messed up or from another program. So it's really – I depend a lot on captions. If there is an emergency situation, a national disaster, I'm going to need those captioned, so we need to make sure those are quality.

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